**EMMANUEL**



**Date of Birth: December 29 1990**

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**Nationality – Cameroonian (West Africa)**

**Visa Status – Visit Visa**

**Languages – English & French**

**APPLYING FORSENIOR SALES ASSOCIATE /CUSTOMER SERVICE POSITION**

**SUMMARY/OBJECTIVE**



Over 6 years of hard core experience in the areas of Hospitality, Sales, Administration & Customer Service with a proven track record of credible achievements in a competitive environment. I always have the aptitude to grow to newer heights in my job role. Want to contribute to a dynamic work environment offering adequate Challenges/opportunities for career growth. To provide prompt and courteous service to customers in order to achieve and even surpass personal and Company customer service targets.

**CORE COMPETENCIES**



**Selling Skills / Customer Engagement / Internal & External Relationship Management / Excellent communication skills / Administration Capabilities / Time Management / Multi-Tasking capability / MS-Office / Independent Worker/Goal Oriented**

**KEY RESULT ​AREAS**



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**Selling Skills** – I can sell anything that does not require too much of technical knowledge. Myadaptation in any product is very powerful.

**Customer Engagement** – Relationship Management – I am known to maintain a long term relationwith my external customers & to delight them, internal relationship management within any company is extremely important. I excel in this to excellent limits.

**Customer Service** – I have always maintained high standards of service levels to all my customerssince I thoroughly believe in a long term relationship professionally

**Administration/Time Management** – Managing a team of employees makes me proficient on mytime management thereby setting an example within the organization & relevant teams

* **Multi-Tasking** – Given a high pressure job, I can very easily handle more than one task at a timewithout any display of frustration to my seniors.



**WORK EXPERIENCE: OVER 6YEARS**

**APPAREL GROUP LLC-ALDO DUBAI-UAE**

**S​ENIOR SALES ASSOCIATE**

***Responsibilities/Duties (November, 2015- Till Present)***

* Adhere to and enforce loss prevention and security policies, credit policies & procedures i.e credit cards, checque approvals, employees purchase, deposits logs, returns and exchange policies
* Assisting customers with questions, needs and purchases decisions.
* Attend weekly sales meetings /Seminars and during these forums discuss and find out ideas through exchanges on how to drive and increasing sale
* Implementing all visual merchandising standards as prescribed in the company’s guide.
* Create successful relationship with customers by building trust and proper rapport with each customer
* Completing each transaction in efficient manner, thereby minimizing chances of error and customer complaints after sales service.
* Identifying and understand customer requirements by paying proper attention to each customer, questioning and listening
* Prepare merchandise for display by way of proper pricing, ensure various styles representation on the shop sales floor shelves and racks etc.
* Mastery of POS (Point of Sale), Standard operating process and Roster Management
* Communicate stock replenishment needs to district manager, distribution and buying departments
* Carryout Sales Planning, Store KPI (Key Performance Indicators) management
* Handling Customers grievances and exceeding customer expectations
* Assisting in physical inventory counts and Management
* Ensure that all personnel practice professional salesmanship according to company policies and procedures in order to achieve maximum sales and provide the highest level of customer satisfaction
* Assist the manager in carryout couching/Training of new joiners or recruits
* Address inventory related issues at store level as a result helping in minimizing the time spent during stock counts and accuracy in outcome of stock count numbers
* Helping customers try on or fit merchandise.
* Process all payments in cash, credit cards, Vouchers, Gift Cards and cheques

**ACHIEVEMENTS**

* Certificate of Recognition for Outstanding Customer Service and Sales-APPARELGROUP LLC
* 100% SCORE recorded, APPARELGROUP MISTERY SHOPPER REPORT

**INTERNATIONAL ADVERTISING MEDIA SERVICES LLC;​DUBAI-UAE**



**MEDIA ASSISTANT/​OFFICE ASSISTANT**

***(December 2013- October,2015)***

***Responsibilities/Duties***

* Answering telephone calls, receiving and directing visitors, filing, scanning, and photocopy and faxing.
* Carry out research and the identification of key data sources which can be valuable and relevant to the company’s activities
* Data entry and analysis
* Management of office material, stock and coordinate for replenishment and repairs when necessary
* Filing and classification of office documents systematically thus, making it easy and time saving when sorting out for use
* Represent and promote company products in exhibitions as exhibitor and through this be able to capture more clients and prospective clients for our business in future
* Performing multifaceted general office support
* Sending and receiving forms for the company
* Run errands within and outside the office thereby, helping the establishment to meet up with its commitments and activities

**PORT AUTHORITY OF DOUALA, CAMEROON CUSTOMER SERVICE/ADMINISTRATIVE ASSISTANT *Responsibilities/Duties (August,2009- September,2012)***

* Resolve customers complain via phone, email, and social media
* Use telephone to reach out to customers and verify account information.
* Greet customers warmly and ascertain problems or reason for calling.
* Cancel or upgrade accounts, answer questions about terms of sale
* Inform customer about deals and promotions.
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.
* Handle changes in policies or renewals.

**CHARIOT FASHION WEARS BOUTIQUE, DOUALA, CAMEROON**

**SALES ASSOCIATE**

***Responsibilities/Duties (2007-2009)***

* Welcome customers by greeting them; offering them assistance by helping customers find what they want
* Directs customers by escorting them to racks and counters; suggesting items for them
* Advise customers by providing information on products like explaining to customers the features, benefits and advantages they would get from each product
* Help customers make selections by building customer confidence; offering suggestions and opinions Identify prospects and make them full- time costumers
* Follow ups of supplies for cash payments to be complete
* Experience of working in a commission based environment
* Create and maintain a long-term relationship with the customers in order to achieve sales goals and represent the brand in a positive manner while ensuring continues business.
* Processed payments by totaling purchases; processing checks, cash, and credit cards.
* Contribute to team effort by accomplishing related results as needed and within designated time frame.
* Price products and update shelves when a new product comes in or if the price of any item changes

**EDUCATIONAL QUALIFICATIONS**



* G. C. E Advance Level Certificate, Cameroon2014
* G.C. E Ordinary Level Certificate, Cameroon 2011
* HND mgt 2016

**IT SKILLS**



* Basic Computer Training
* Good at MS-Word, MS-Office, Power Point, Excel , Internet Literate etc

**HOBBIES**



* Travelling, learning about other cultures & Lifestyles, Sports & Fitness, Music, Reading etc